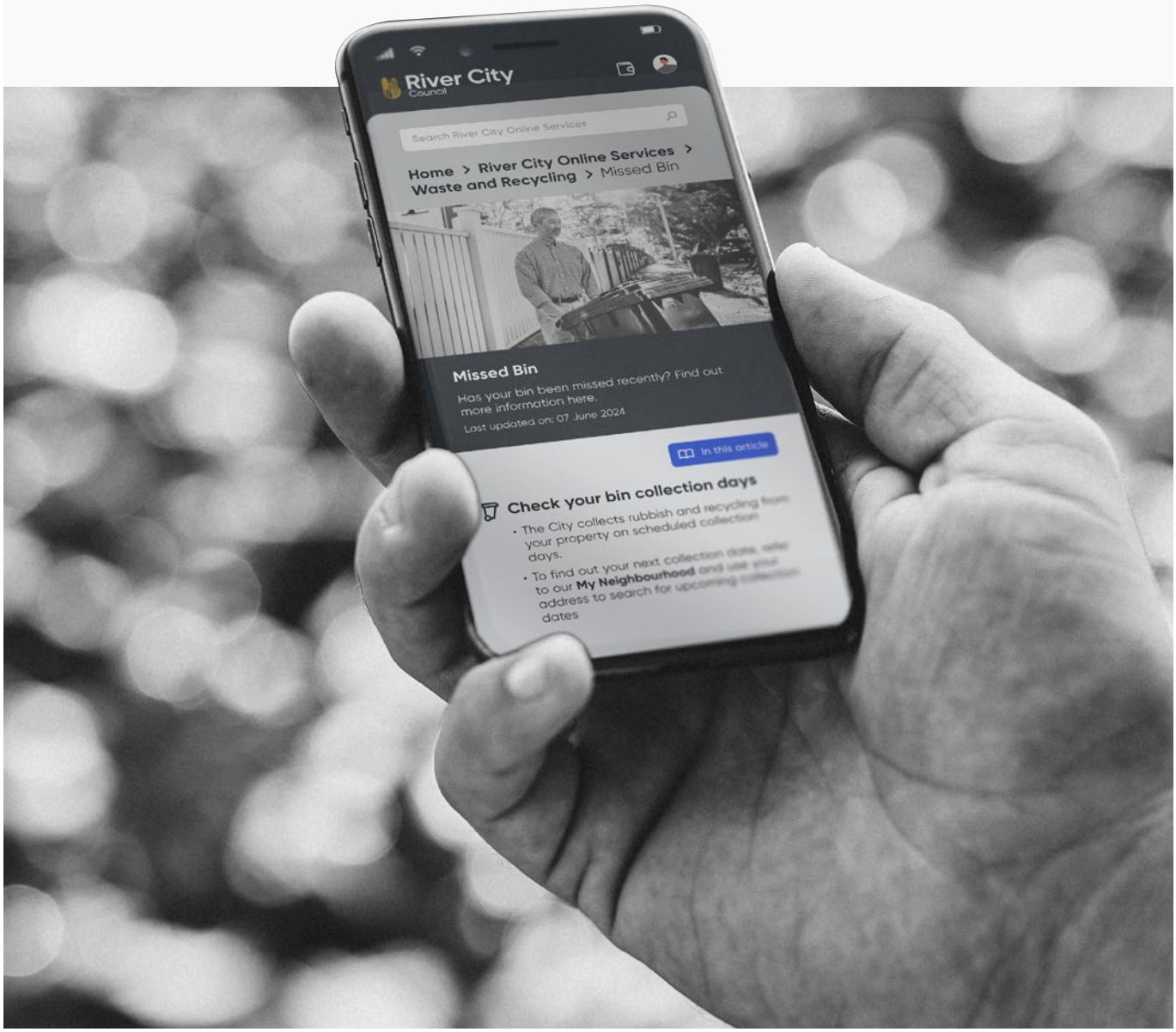
technology1

DxP Local Government



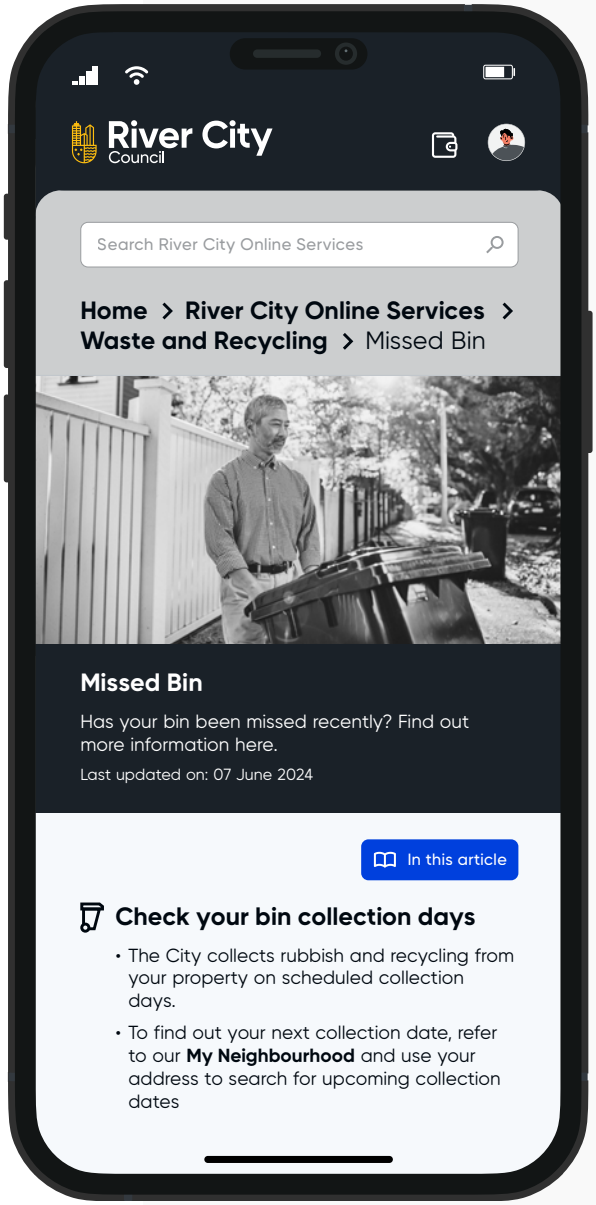
Navigating community expectations is often complex, but it can be simple

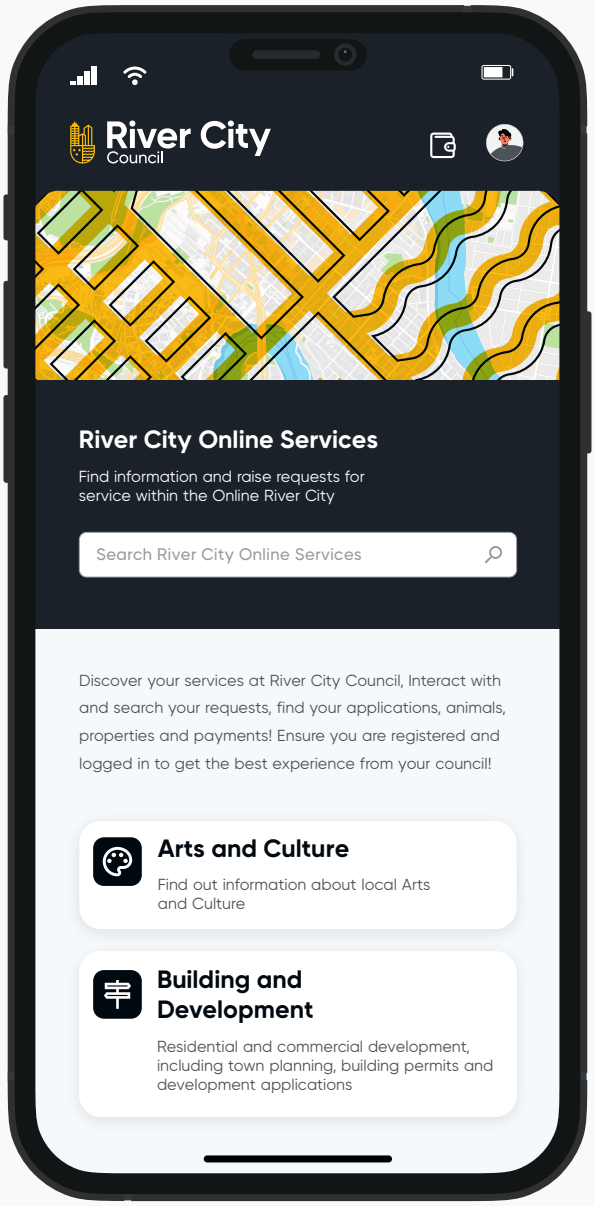
Introducing TechnologyOne's DxP Local Government, a truly unique Digital Experience Platform leveraging innovative technology to enhance customer satisfaction, and provide an exceptional, intuitive digital experience for your council's community.

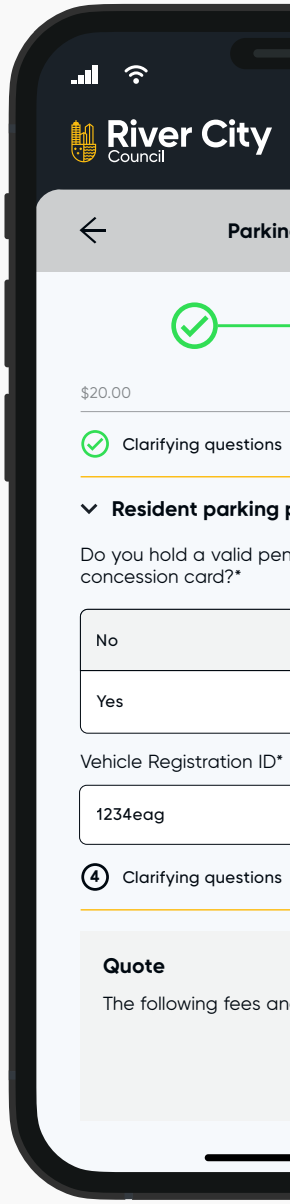
Councils are at a crucial point as they work to enhance community engagement while also navigating the digital realm effectively. Meeting community expectations in an ever-changing digital environment presents a formidable challenge.

Making the right decision is crucial. However, customisation, integration and support for some solutions requires specialised resources which are costly and may not be within a council's core expertise.

Councils need to keep pace with the evolving expectations of their communities. Striking the right balance between technological advancement and community engagement is key to delivering outstanding customer service.


River City
Council
Search River City Online Services
Home > River City Online Services > Waste and Recycling > Missed Bin
Missed Bin
Has your bin been missed recently? Find out more information here.
Last updated on: 07 June 2024
In this article
Check your bin collection days
• The City collects rubbish and recycling from your property on scheduled collection days.
• To find out your next collection date, refer to our My Neighbourhood and use your address to search for upcoming collection dates


River City
Council
River City Online Services
Find information and raise requests for service within the Online River City
Search River City Online Services
Discover your services at River City Council, Interact with and search your requests, find your applications, animals, properties and payments! Ensure you are registered and logged in to get the best experience from your council!
Arts and Culture
Find out information about local Arts and Culture
Building and Development
Residential and commercial development, including town planning, building permits and development applications


River City
Council
Parkin
$20.00
Clarifying questions
Resident parking
Do you hold a valid pen
concession card?*
No
Yes
Vehicle Registration ID*
1234eag
4 Clarifying questions
Quote
The following fees an

"The go-live for the internal knowledge base used by the Customer Service Team was so easy due to their excitement to use the product"

Moreton Bay Regional Council

We solve the complex to simplify life for our community

With more than 37 years' experience, TechnologyOne has pioneered Software as a Service (SaaS) for local government and higher education, empowering communities with mission-critical solutions.

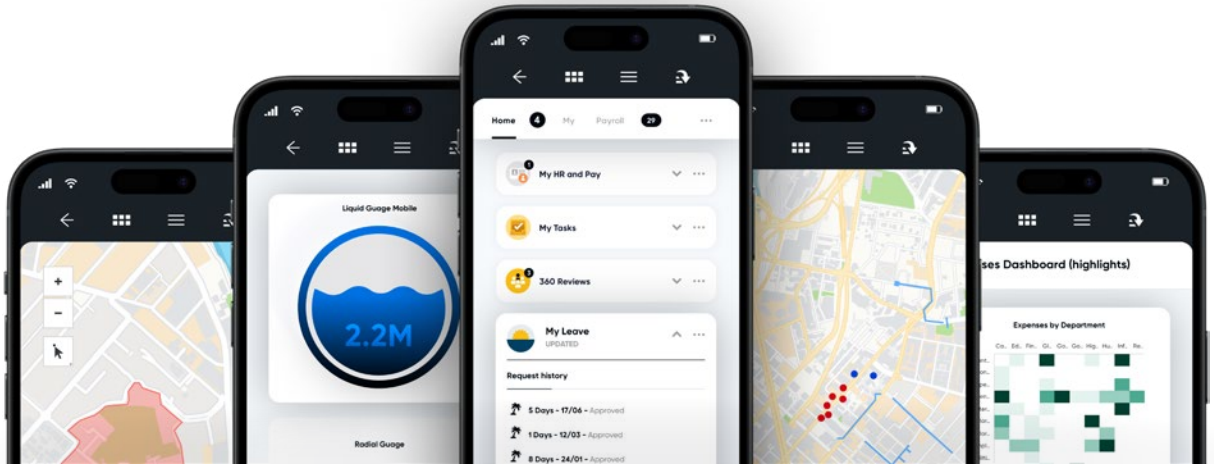
Our deep understanding and engagement with our key markets means we are able to deliver integrated, preconfigured solutions that provide proven practice, streamline implementation and reduce time, cost and risk for our customers.

We are the only company offering true global SaaS solutions, harnessing industry expertise, innovative technology and user-centred design to present unparalleled digital experiences.

Our global software enables our customers to embrace the digital revolution and an exciting new world of possibilities in a cloud-first, mobile-first world.

Over 1,300 large-scale companies, government departments and higher education institutions across the globe are supported by TechnologyOne solutions.

Future-proof your organisation with a true SaaS solution



Reinvent your system in a way no legacy software can — Software as a Service (SaaS) leverages the latest technology to deliver speed, security and scalability for your community.

SaaS delivers a mission-critical solution that empowers your organisation to provide compelling digital experiences — on any device, anywhere, at any time.

Only through the power of SaaS can your organisation embrace cutting-edge simplicity that offers a single source of truth and ensures your systems are guarded with defence-level security.

With continual upgrades, including two yearly major releases and weekly patches, empower your community with a best-in-class solution in an ever-changing environment.

Revolutionise community interactions
Empower your customers to get the assistance they need in their first interaction with our transformative Google to Outcome difference. With a simple Google search, customers can quickly get the information they need which can increase digital interactions between 20 - 40%.

Increase customer satisfaction
Enhance customer satisfaction with a superior online experience that is easy-to-use and intuitive, including streamlined and guided journeys, self-service information and request raising for your community. Ensure customers have the right information available to them when they need it.

Streamline your customer service
Improve team morale and streamline customer service activities with a tailor-made workspace for your customer service team for easy access to information through knowledge articles and snapshots of customer information. Easily log customer interactions for future reference and reporting.

Reduce customer service overheads
Reduce customer service calls and shorten call times by an average 90 secs a call and reduce customer service training by approximately 60% per year with this easy-to-use solution helping move customers to self-service for a great digital experience.

Convenient access
Meet your customers' needs, expectations and preferences with access to information and services on any device, anywhere, at any time.

Native integration with OneCouncil
Provide your community with a compelling customer experience and make life simple for your council with an end-to-end solution that natively integrates with TechnologyOne's OneCouncil ERP solution eliminating the need for expensive integration project expenses and ongoing IT support.

Always up-to-date
Your organisation will be at the forefront of innovation with continual and automatic upgrades and releases all covered by one annual fee.

Secure & scalable
The highest security and privacy measures and scalability for future growth. Trusted by top Australian and New Zealand governments, authorities, businesses and education providers, our stringent cyber security safeguards data and protects your systems.

Superior customer experiences, exceptional customer service

Elevate customer experience to the next level with our simple, intuitive platform that offers your community a streamlined, customer-centric digital experience.

Revolutionise and enhance how individuals access and utilise the knowledge and services offered by your council ranging from service requests and animal registration to application submissions, and much more. Ensure customers always have access to the right information and services precisely when and where they need them, while providing self-service capabilities.

Equip your customer service team with a tailor-made workspace designed for effortless interactions with the community and make creating, updating and sharing content simple with our no-code editor.

Provide a superior digital experience for your customers and cut costs with TechnologyOne DxP LG.

DxP Local Government

Theming

Theme the DxP platform with your council's branding i.e. colours, logos and fonts, so it's instantly recognisable to your community.

Knowledge Engineering DxP

Build a single source of truth for your council and the community with the Knowledge Engineering DxP, a decentralised workspace for managing content across council, including your website.

No-Code Editor

Eliminate the need for technical IT expertise to create and modify content with our no-code content editor. With integrated workflows you can make sure creating, updating, and sharing information is simple in a way that works for your staff.

Real-Time Dashboards

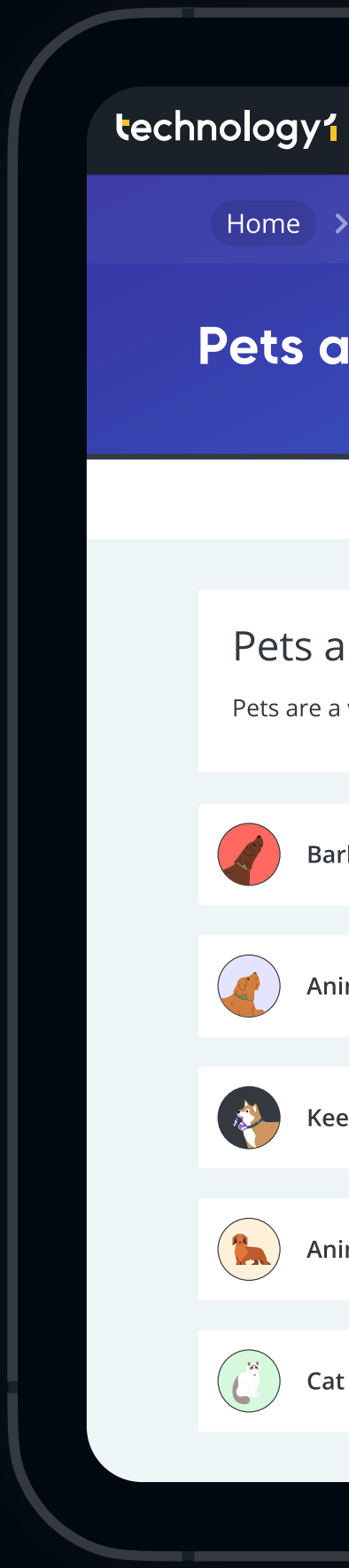
Utilise pre-configured dashboards to gain deeper insights into customers' journeys using DxP LG.

Embedded Business Processes

Seamlessly integrated into the Knowledge Engineering DxP, users can simply manage article workflows, ensuring easy approval and tracking throughout your organisation.

Infinite Versions

Track every version of every article. View all your site's content at any point in time and easily restore previous versions.



dxp

Knowledge Engineering > River City Knowledge > Pets and other animals

nd other animals

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nd other animals

wonderful addition to any family, however it is important to understand your responsibilities as a pet owner.

king dogs		
mal registration cancellation or transfer	Published	
ping of animals	Withdrawn	
mal allowance per property	Published	
and dog registration renewals	Published	

Security standard	cia
IRAP (OFFICIAL)	✓
IRAP (PROTECTED)	✓
NZ IRD SPS 13/01	✓
ISO/IEC 27001:2013	✓
ISO/IEC 27017:2015	✓
ISO/IEC 27018:2014	✓
ISAE 3402 SOC1	✓
AT-C 205 SOC2	✓
AT-C 205 SOC3	✓
SSAE 18	✓
Cyber Essentials Plus (UK)	✓
Gov.uk	✓
PCI DSS 3.2 SAQ-D	✓

The highest level of cyber security

Secure your digital environment and reputation against threats with stringent protection across your systems.

Through the power of SaaS, continuous and automatic upgrades ensure your organisation has the latest protection against emerging threats.

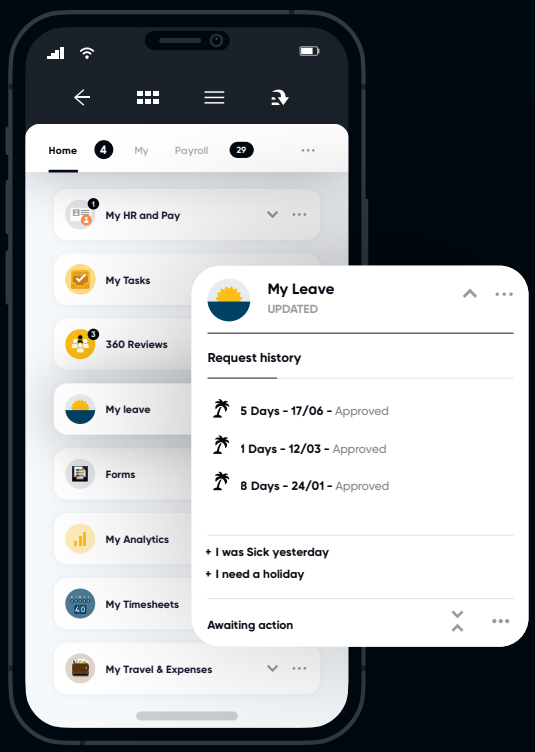
TechnologyOne is an industry-leader in cyber security, with the above security compliance certificates.

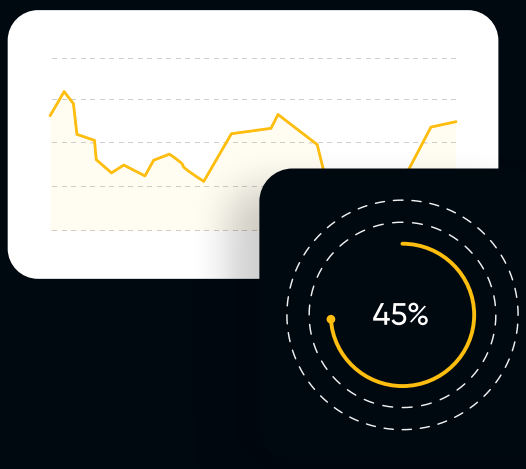
Our ~~code~~ no-code configuration

Tailor our solution for your specific needs with no programming or coding required.

Discover deep functionality for your organisation through an application that adapts to suit your unique needs. CiA is designed to seamlessly integrate with your systems to deliver an interconnected and unparalleled user experience.

Unleash streamlined functionality and cutting-edge efficiency for your organisation with faster time to value.





Real-time dashboards

Organisations must make strategic decisions to future-proof and give themselves a competitive edge.

Thrive in the face of challenges with dashboards that integrate and streamline real-time data to inform future spending and strategic decision-making.

Empower your organisation by improving efficiencies and eliminating manual and duplicated processes, reducing costs and empowering your staff to focus on your community.

SaaS+

With SaaS Plus TechnologyOne, delivers an end-to-end, customer centric solution so you can focus on serving your community.

Maximising our 'Power of One' promise, we're leveraging our unique domain expertise and taking full responsibility for the whole solution experience - reducing risk and saving you time and money.

One plan, one price, one point of call. SaaS Plus delivers:

- An all-inclusive offering tailored to the industries we serve.
- All aspects of TechnologyOne's enterprise solution.
- A single yearly fee covering all costs to implement, run, support and upgrade the solution.

Why SaaS Plus?

SaaS Plus is designed to help solve the three greatest impediments to digital transformation: time-to-value, cost, and complexity. It provides customers with a one-stop-shop, reducing much of the complexity, duplication and risk traditionally involved in ERP projects.

TechnologyOne takes complete responsibility for building, marketing, selling, implementing, supporting and running our enterprise solution for each customer, to guarantee long-term success.

SaaS Plus provides:

- Quantified scope, outcomes and approach
- Improved time-to-value – faster ROI
- Reduced project and organisational risk
- Platform for growth and business efficiency gains
- Accelerated path to a continuous improvement model

Our people

At TechnologyOne, we believe in fostering a culture of innovation, creativity, and collaboration, and have created an environment that allows our people to thrive. This culture is built into the fabric of our business, driving high performance, and underpinning our success.

Our global team of more than 1,300 passionate individuals forms the backbone of our operations. At the heart of our workforce are our more than 400 developers, powering one of the largest Australian-owned Research and Development (R&D) centres for enterprise software. In addition to our R&D centres in Brisbane and Perth, we have offshore centres in Indonesia and Vietnam, extending our capabilities to better support our customers and products.

Our developers are leaders in their field who challenge conventional thinking and go beyond the traditional realms of development methodology.

Driven by a commitment to solving complex business problems for our customers, our team has delivered a massively broad and deep global SaaS ERP solution, competing and triumphing against multinational giants with tens of thousands of staff.

Our customers are our true north guiding the decisions we make, the people we employ and the processes we create. We continue to invest in our Compelling Customer Experience program, which gives our people the ongoing training and support they need to deliver outstanding customer experiences.

About TechnologyOne

TechnologyOne is a global Software as a Service (SaaS) company. Founded in Australia, we have offices across six countries. Our enterprise SaaS solution transforms business and makes life simple for our customers by providing powerful, deeply integrated enterprise software that is incredibly easy to use. Over 1,300 leading corporations, government departments and statutory authorities are powered by our software.

Our global SaaS solution provides deep functionality for the markets we serve, including local government and higher education in the UK. For these markets we invest significant funds each year in R&D. We also take complete responsibility to market, sell, implement, support and run our solutions for our customers, which reduce time, cost and risk.

Ready to learn more?

Technology1.co.uk